

We are being overly price gouged by the current provider-Innovative. Our DSL lines currently run us about \$250 per month and it cost about just under \$1000 to set the whole thing up. This is robbery! We can not even get DSL in some areas on the island because they do not feel the need to expand beyond where they feel it necessary. Daily our internet communications go down-it is impossible to do business that way. Our phone services are even worse-they will bill for lines that you do not have and you have to make the effort to contact them to make the change. If you do this, you will be left on hold for thirty minutes before a "customer service rep" helps you OR you can go into the office and sit with the cable people in order to get in to see the phone people. Your average wait in the waiting room is four hours (NO LIE). I have two phone lines in my home right now-the computer line has never worked properly-I have called on numerous occasions to get them to fix it, they fix it for a day and then it goes out again. The entire while they send a bill for the full amount whether I have had the line working or not. I can not get DSL at my home currently-they do not offer it. Innovative is a racket and a monopoly that MUST have some competition in order for us to get the best rates possible. If you even began to know the amount of gouging that goes on. Mr. Prosser does not care about the people of St. Croix but only about making the most money he can in any way he can.